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| SERIAL NUMBER 10/652,892 | FILING OR 371(c) DATE 08/29/2003 RULE | CLASS 345 | GROUP ART UNIT 2179 | ATTORNEY DOCKET NO. B-5223 621219-2 |
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APPLICANTS

Eric Owhadi, Tomball, TX;
 Rajpal Gill, Rocklin, CA;

** CONTINUING DATA *****

** FOREIGN APPLICATIONS *****

EUROPEAN PATENT OFFICE (EPO) 02354124.6 08/30/2002

Yes *TT*

IF REQUIRED, FOREIGN FILING LICENSE GRANTED

** 11/21/2003

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|--|------------------------|------------------------|--------------------|-------------------------|
| Foreign Priority claimed <input checked="" type="checkbox"/> yes <input type="checkbox"/> no | STATE OR COUNTRY TX | SHEETS DRAWING 4 | TOTAL CLAIMS 20 | INDEPENDENT CLAIMS 5 |
| 35 USC 119 (a-d) conditions <input checked="" type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after met Allowance | | | | |
| Verified and Acknowledged <i>Paul M. Gill</i> Examiner's Signature | <i>TT</i> Initials | | | |

ADDRESS

HEWLETT-PACKARD COMPANY
 Intellectual Property Administration
 P.O. Box 272400
 Fort Collins, CO80527-2400

TITLE

Technical support systems and methods for use in providing technical support

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|-----------------------------|---|---|
| FILING FEE RECEIVED 1072 | FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following: | <input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit |
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